

# Financial Services Guide

## Cash Passport™ Platinum Mastercard®

Preparation date: 01 November 2018

### About this Financial Services Guide

This Financial Services Guide (FSG) is provided by Australian Postal Corporation ABN 28 864 970 579 (AR No. 338646) (Australia Post) and Australia Post Services ABN 67 002 599 340 (AFSL No. 457551) (Australia Post Services) (together us, our or we). Australia Post is the distributor of the Card and is an Authorised Representative of Australia Post Services.

The purpose of this FSG, relating to the Cash Passport™ Platinum Mastercard® (“Card”), is to assist you in deciding whether to use any of the financial services described in this FSG, and to inform you about how we provide financial services. It contains information about:

- How you can contact us;
- What financial services we are authorised to provide;
- How we and other relevant parties are paid in relation to the services offered; and
- What to do if you have a complaint.

### Other documents you may receive

If you decide to purchase the Card you will also receive a Product Disclosure Statement (PDS). The purpose of the PDS is to assist you in making an informed decision about the Card. It contains important information about the features, benefits, risks and terms and conditions of the Card.

### How you can contact us

You can contact Australia Post and Australia Post Services by:

**Phone:** 13 13 18 from Australia, or +61 3 8847 9045 from overseas

**Mail:** Australia Post  
Customer Sales and Service  
GPO Box 9911  
Melbourne VIC 3001

**Website:** [www.auspost.com.au](http://www.auspost.com.au)

### What financial services we are authorised to provide

Australia Post Services and Australia Post (on behalf of Australia Post Services) are authorised to provide financial services in relation to the Card. We are authorised to arrange the issue, variation and disposal of the Card.

We are also authorised to provide general advice in marketing materials about the Card but we are not authorised to give personal advice. This means any commentary, statements of opinion and recommendations by us in relation to the Card contain only general advice. That is, such statements of opinion and recommendations have been prepared without taking into account your personal objectives, financial situation or needs.

## Compensation arrangements

Australia Post will be acting on behalf of Australia Post Services. Australia Post Services is therefore responsible for the financial services described in this FSG. Australia Post Services has professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to retail clients.

These arrangements comply with the requirements of Section 912B of the Corporations Act 2001.

## How Australia Post is remunerated

Australia Post is remunerated by Mastercard Prepaid Management Services Australia Pty Limited (Mastercard Prepaid) for the sale and promotion of Cards.

Australia Post may earn the following amounts:

Up to 0.5% of loads / reloads	Payable each time an amount is loaded or reloaded onto a Card purchased via Australia Post in an AUD purse.
Up to 6% of blended foreign currency margin	Payable each time an amount is loaded or reloaded directly onto a non-AUD purse or currency transfer from AUD purse to non-AUD purse onto your Card, whether in-store at an Australia Post outlet or online via cashpassport.com.au.
\$9.50	Payable each time an identification service relating to a Card customer is performed.
\$7.50	Payable each time a Card balance withdrawal request / Card closure request is performed.

Australia Post may also earn the following amounts from Mastercard Prepaid in respect of the sale and promotion of the Card:

Incentive payments	Payable as a percentage of amounts loaded or reloaded onto Cards in excess of agreed threshold levels if the aggregate amount loaded or reloaded exceeds threshold levels over certain periods.
Support payments	Payable in annual increments and to be spent on pre-agreed activities supporting Card sales. Aspects of this remuneration only become payable where the aggregate amount of purchases and cash withdrawals made using Cards originally sold via Australia Post exceeds thresholds levels over certain periods.

You may request further information about these amounts by contacting Australia Post before you purchase a Card.

Australia Post does not receive remuneration from Heritage Bank Limited (Heritage), the card issuer, in respect of the Card.

## How Heritage is remunerated

Mastercard Prepaid pays Heritage a margin of 0.65% in respect of the non-AUD balances retained by Heritage in various currencies for settlement of cardholder transactions with Mastercard®.

Heritage does not receive remuneration or other benefits from Australia Post in respect of the Card.

For more information please contact Heritage.

### **How Mastercard Prepaid is remunerated**

Mastercard Prepaid does not expect to receive remuneration or other benefits from Australia Post in respect of the Card, however Mastercard Prepaid may receive payments from Australia Post if a target aggregate load threshold is not met.

For more information please contact Mastercard Prepaid.

### **What you should do if you have a complaint**

You should address any complaint relating to the Card to Heritage. If you have a dispute about the services provided by us, you should contact Australia Post by:

**Phone:** 13 13 18 from Australia, or +61 3 8847 9045 from overseas

**Mail:** Australia Post  
Customer Sales and Service  
GPO Box 9911  
Melbourne VIC 3001

**Website:** [www.auspost.com.au](http://www.auspost.com.au)

Our internal dispute resolution process requires that we aim to resolve most complaints within 10 days. If we are unable to resolve your complaint to your satisfaction within 45 days, you may be eligible to escalate the complaint to our external dispute resolution service.

Australia Post Services uses the services of the Australian Financial Complaints Authority (AFCA) for external dispute resolution and their contact details are as follows:

**In writing to:** GPO Box 3, Melbourne VIC 3001

**Phone:** 1800 931 678

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Website:** [www.afca.org.au](http://www.afca.org.au)

Please note that AFCA will refer your complaint back to Australia Post Services if it has not been investigated.